



ENVIRONMENTAL SANITATION CENTER

CITIZEN'S CHARTER  
2021 (1st Edition)



# Solid Waste Management Research and Training Division



## 1. Special Hauling

Special Hauling is provided to businesses and government agencies or institutions to temporarily assist in their waste collection and disposal.

<b>Office or Division:</b>		Solid Waste Management Research And Training Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business; G2G – Government to Government		
<b>Who may avail:</b>		All Local Businesses and All Government Agencies within the City of Muntinlupa		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original, 1 photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request for garbage collection directly to ESC Office – Administrative Division (requests coursed thru Mayor’s Office are endorsed to ESC).	2. Receive the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Ocular Inspection will be conducted for volume and type of waste. Reason of request will also be verified.		1 hour	SWMRTD Staff
	2.3 Inspection report will be made and approval will be recommended if area is found in need of action.		15 minutes	SWMRTD Staff



	2.4 Start processing the request		3 days	Garbage Collection and Disposal Services Head
<b>TOTAL:</b>		None	4 days, 1 hour and 25 minutes	



## 2. ESC Clearance

This is given as a prerequisite when an establishment or institution applies for a business permit upon meeting the environmental standards set by ESC.

<b>Office or Division:</b>	Solid Waste Management Research And Training Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All Local Businesses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Profile Form		ESC or ESC Designated Staff in BPLO		
DTI/SEC Registration (1 original, 1 photocopy)		Department of Trade and Industry/ Securities and Exchange Commission		
Barangay Permit/Clearance (1 original, 1 photocopy)		Barangay Hall		
Homeowner's Association Clearance (1 original, 1 photocopy)		Homeowner's Association Office		
Lease of Contract for renter (1 original, 1 photocopy)		Owner of Establishment		
Old ESC Clearance for renewal (1 original, 1 photocopy)		Client		
Additional Permits, if applicable such as but not limited to: ECC, CNC, LLDA Clearance and Discharge Permit, LMO Clearance (1 original, 1 photocopy)		DENR Environmental Management Bureau, Laguna Lake Development Authority, Lake Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the ESC Office or BPLO	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit the necessary documents	2. Receive the documents and check for completeness.  2.1 Site Inspection will be conducted once the requirements are complete.	None	5 minutes  1 day	Admin Staff  SWMRTD Staff



	<p>2.3 Inspection report will be generated and will be evaluated by Division Head</p> <p>2.4 If not compliant, the client will be informed to comply.</p> <p>2.5 If client is compliant, report will be forwarded to the Department Head for approval and ESC Clearance signature.</p>		<p>1 hour</p> <p>3 days</p> <p>1 day</p>	<p>SWMRTD Staff</p> <p>SWMRTD Staff</p> <p>Department Head</p>
3. Claim the ESC Clearance	3. Release of ESC Clearance	None	5 minutes	Designated ESC Staff
<b>TOTAL:</b>		None	<p><b>For readily compliant:</b> 2 days, 1 hour and 15 minutes</p> <p><b>For not readily compliant:</b> 5 days, 1 hour and 15 minutes</p>	



### 3. Implementation of City Ordinance 10-109

Enforcement of this ordinance is necessary to lessen the plastic waste generation of the city. Violators are apprehended by deputized ESC Personnel.

<b>Office or Division:</b>	Solid Waste Management Research And Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All Local Businesses			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Environmental Violation Receipt (1 original), Photo as proof of violation		Deputized ESC Personnel		
Order of Payment (1 original)		SWMRTD Staff – BPLO or ESC Office		
Official Receipt (1 original, 1 photocopy)		City Treasurer’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Environmental Violation Receipt (EVR) (3 copies)	1. Give the Environmental Violation Receipt Client’s Copy	None	5 minutes	Deputized ESC Personnel
2. Present the EVR to the ESC – SWMRTD Staff in BPLO.	2. Review the EVR and contact the SWMRTD Office for confirmation.	None	5 minutes	SWMRTD Staff
	2.1 Provide Order of Payment with violation fee indicated.		10 minutes	
3. Present the Order of Payment to City Treasurer’s Office and pay the violation fee.  3.1 Claim and keep the Official Receipt.	3. Accept the payment based on the Order of payment.	First Offense: P500.00	5 minutes	City Treasurer’s Office - Miscellaneous Section Staff
	3.1 Issue of Official Receipt.	Second Offense: P1,000.00		
		Third and Subsequent Offense: P2,500.00		
<b>TOTAL:</b>			25 minutes	



#### 4. Implementation of City Ordinance 06-092

Enforcement of this ordinance is necessary to lessen the waste generation of the city. Violators are apprehended by deputized ESC Personnel.

<b>Office or Division:</b>		Solid Waste Management Research And Training Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business		
<b>Who may avail:</b>		All Local Businesses		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Environmental Violation Receipt (1 original), Spot report with photo		Deputized ESC Personnel		
Order of Payment (1 original)		SWMRTD Staff – BPLO or ESC Office		
Official Receipt (1 original, 1 photocopy)		City Treasurer’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Environmental Violation Receipt (EVR) (3 copies)	1. Give the Environmental Violation Receipt Client’s Copy	None	5 minutes	Deputized ESC Personnel
<b>For paying fine:</b> 2.A Present the EVR to the ESC – SWMRTD Staff in BPLO.	2.A. Review the EVR and contact the SWMRTD Office for confirmation.	None	5 minutes	SWMRTD Staff
	2.A.1 Provide Order of Payment with violation fee indicated.		10 minutes	SWMRTD Staff
<b>For doing community service:</b> 2.B Present the EVR to the ESC – SWMRTD Staff in ESC Office.	2.B. Review the EVR and endorse for community service  2.B.1 Client will be accompanied by an ESC Staff to a designated area to conduct community service.	None	First Offense: 16-hour community service and 1-day eco-waste seminar  Second Offense: 32-hour community service and 3-day eco-waste seminar	SWMRTD Staff





			Third and Subsequent Offense: 48-hour community service and 5-day eco-waste seminar	
<p><b>For paying fine:</b> 3. Present the Order of Payment to City Treasurer's Office and pay the violation fee.</p>	3. Accept the payment based on the Order of payment.	<p>First Offense: P2,000.00</p> <p>Second Offense: P3,000.00</p> <p>Third and Subsequent Offense: P5,000.00</p>	5 minutes	City Treasurer's Miscellaneous Section Staff
<p>3.1. Claim and keep the Official Receipt</p>	3.1 Issue the Official Receipt.		5 minutes	City Treasurer's Miscellaneous Section Staff
<p><b>For impounded vehicle:</b> 3.2 Present the Official Receipt and receive the impounded vehicle</p>	3.2 Release the impounded vehicle		15 minutes	PNP Personnel



<p><b>For doing community service:</b> 3. Claim and keep the Certificate of Completion.</p>	<p>3. Issuance the Certificate of Completion.</p>	<p>First Offense: P2,000.00</p> <p>Second Offense: P3,000.00</p> <p>Third and Subsequent Offense: P5,000.00</p>	<p>5 minutes</p>	<p>City Treasurer's Miscellaneous Section Staff</p>
<p><b>TOTAL:</b></p>			<p>50 minutes excluding community service</p>	



## 5. Soil Enhancer Request

Soil Enhancer is provided to citizens, businesses and government agencies or institutions to assist in their efforts of maintaining and improving their green spaces.

<b>Office or Division:</b>	Solid Waste Management Research And Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter indicating the purpose, organization and beneficiary (1 original, 1 photocopy)		Client		
Sack(s)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request for soil enhancer directly to ESC Office – Administrative Division (requests coursed thru Mayor’s Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Supply of soil enhancer will be checked.		15 minutes	SWMRTD Staff
	2.4 Start processing the request		1 hour	SWMRTD Staff
3. Receive the soil enhancer	3. Provision of soil enhancer	None	10 minutes	SWMRTD Staff
<b>TOTAL:</b>			1 day, 1 hour and 25 minutes	



## **Special Operations Division (SOD)**



## 1. Grass Cutting/Tree Cutting/Trimming Request

Grass Cutting/Tree Cutting/Trimming is provided to all entities requesting with complete requirements.

<b>Office or Division:</b>	Special Operations Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter (1 original, 1 photocopy)			Client	
EPNRO Clearance for Tree Cutting/Trimming (1 original, 1 photocopy)			Environmental Protection and Natural Resources Office (EPNRO)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request with attached EPNRO Clearance for Tree Cutting/Trimming directly to ESC Office – Administrative Division (requests coursed thru Mayor's Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Ocular Inspection will be conducted.		1 hour	SOD Head
	2.3 Inspection report will be made and forwarded to the Department Head for review.		1 day	Department Head
	2.4 Approved request will be endorsed to SOD for scheduling		1 day	SOD Head



	2.5 SOD proceeds to site to process the request		14 days	SOD Staff
<b>TOTAL:</b>		None	17 days, 1 hour and 10 minutes	



## **Clean and Green Division (CGD)**



## 1. Request for Plants

This covers requests for plants, tree planting, beautification and trimming of plants.

<b>Office or Division:</b>		Clean And Green Division (CGD)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government		
<b>Who may avail:</b>		All constituents and entities within Muntinlupa City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 original, 1 photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request with ESC Office – Administrative Division (requests coursed thru Mayor’s Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review and verifies the availability of the request to the CGD		1 day	Department Head
	2.2 Ocular Inspection will be conducted.		1 day	CGD Staff
3. Receive the requested plants	<b>For tree planting, beautification and trimming of plants:</b> 2.3.1 CGD Staff will proceed area for action/implementation		1 day	CGD Staff
	<b>For provision of plants:</b> 3. CGD will provide the requested plants available.		1 day	CGD Staff





<p><b>TOTAL:</b></p>	<p>None</p>	<p><b>For tree planting, beautification and trimming of plants:</b> 3 days and 10 minutes</p> <p><b>For provision of plants:</b> 3 days and 10 minutes</p>	
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## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p>Answer the client feedback/complaint form and drop it at the designated drop box found in the Administrative Division of Environmental Sanitation Center</p> <p>Contact info: 8861-1866 or <a href="mailto:muntinlupacityesc@gmail.com">muntinlupacityesc@gmail.com</a></p>
How feedbacks are processed?	<p>Every Friday, the designated Administrative Division Staff opens the drop box and consolidates and records all feedback and complaints submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 886-1866 or 8862-0352.</p>
How to file complaints?	<p>Answer the client feedback/complaint form and drop it at the designated drop box found in the Administrative Division of Environmental Sanitation Center.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 886-1866 or 8862-0352.</p>



<p>How complaints are processed?</p>	<p>Every Friday, the designated Administrative Division Staff opens the drop box and consolidates and records all feedback and complaints submitted.</p> <p>Upon evaluation, the designated Administrative Division Staff shall start the investigation and forward the complaint to the relevant office of their explanation.</p> <p>The Administrative Division Staff will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
<p>Contact information of ARTA, PCC CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  1-ARTA (2782)  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>